



Introduction to *VA for Vets* Veteran Hiring Fair - Detroit



U.S. Department
of Veterans Affairs

Model for Federal Veteran Employment



Veterans Career Center

- Skills Translator
- Resume Builder
- Job Search
- Skills Assessment

Results

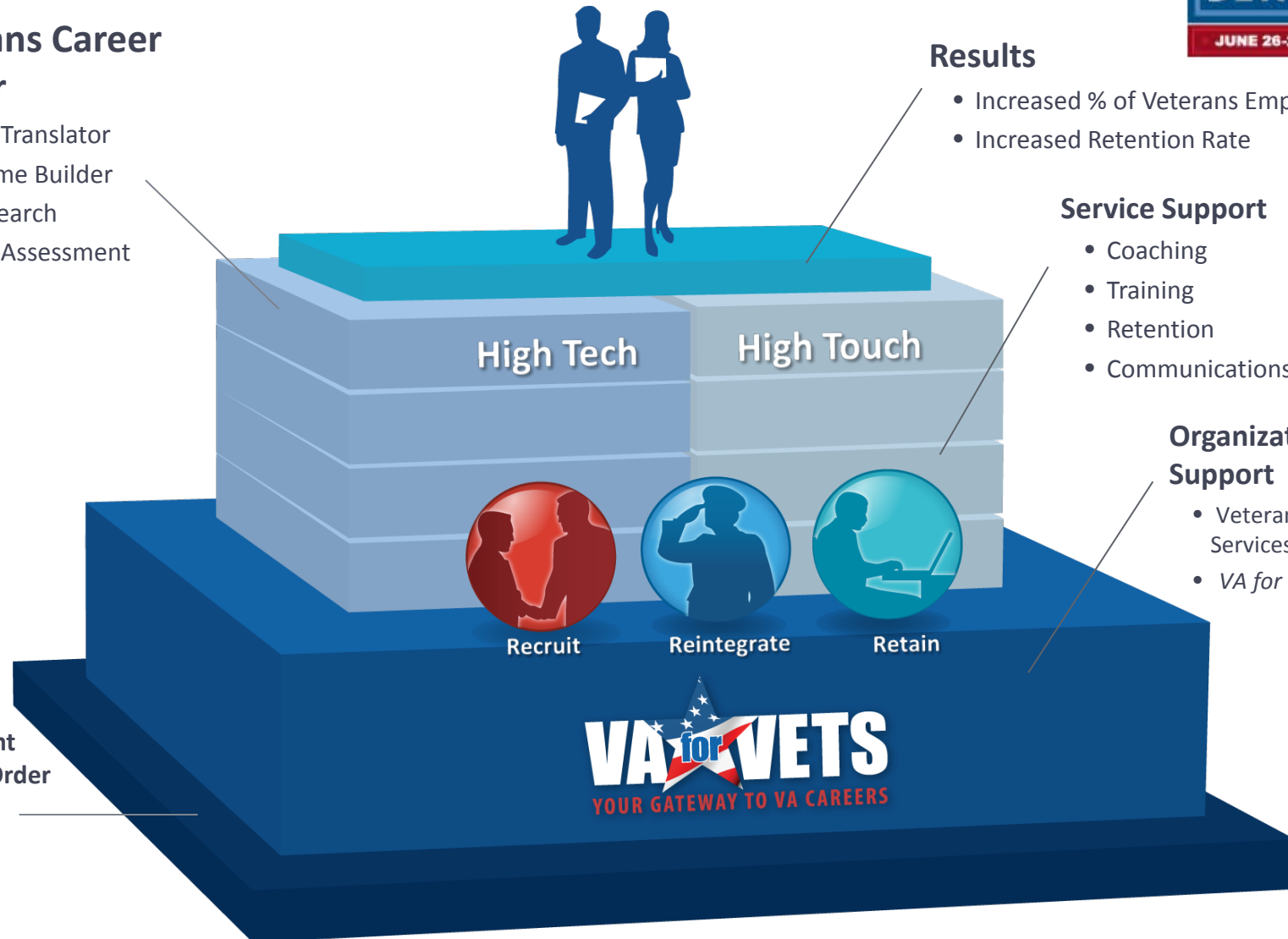
- Increased % of Veterans Employed
- Increased Retention Rate

Service Support

- Coaching
- Training
- Retention
- Communications

Organizational Support

- Veteran Employment Services Office
- VA for Vets



Veteran
Employment
Executive Order

VA Major
Initiatives

Key Representatives



The Honorable Eric K. Shinseki
Secretary of Veterans Affairs



The Honorable W. Scott Gould
Deputy Secretary of Veterans Affairs



The Honorable John R. Gingrich
Chief of Staff



The Honorable John U. Sepúlveda
Assistant Secretary for
Human Resources and Administration



The Honorable Robert A. Petzel
Under Secretary for Health



General Allison A. Hickey
Under Secretary for Benefits



The Honorable Steve L. Muro
Under Secretary for Memorial Affairs



Mary M. Santiago
Director for Veterans
Employment Services Office



Reginald E. Vance, Ph.D.
Director for Learning Infrastructure
VA Learning University



Agenda



- Veteran Hiring Fair – Detroit Overview
- Location, Activities and Roles
- Training Preview





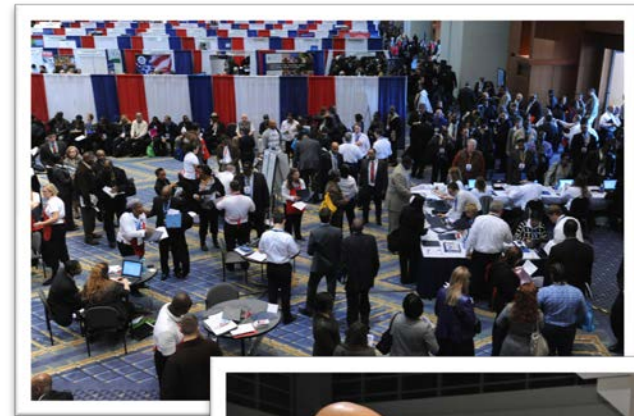
Veteran Hiring Fair – Detroit Overview



Veteran Hiring Fair in Brief



- Large-scale hiring event to help Veterans:
 - Match their skills with appropriate jobs
 - Present their credentials effectively to federal and private sector employers
 - Connect with jobs
 - **Get hired**
- Hiring managers can interview and hire on-site.
 - Large number of private sector employers
 - Most VA and federal positions outside of the Detroit metro area.
- Coaching, interview scheduling, resume building, interview training and other services provided.





What To Expect



- High participation – chronic high unemployment in Detroit area should drive interest.
- Veterans may bring some skepticism about the hiring fair based on previous experiences.
- Veterans may become quickly frustrated if they believe the hiring fair will not lead to results.



Customer Service Standards

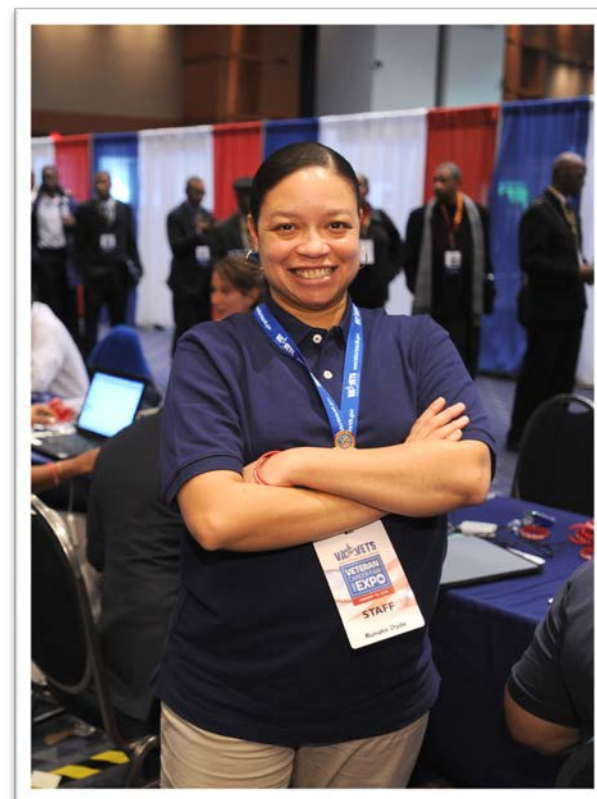


- Provide superior customer service throughout the hiring fair.
- All staff need to be prepared to:
 - Defuse frustration
 - Provide alternatives when one option fails
 - Stay upbeat and encouraging
 - Observe dress code: white shirt with collar, black pants or skirt, comfortable shoes
 - Ensure that all participants leave the hiring fair with a sense of having benefitted.



When a Veteran Asks For Help

- Smile and greet the Veteran — remember, the Veterans do not know your role. They want jobs and know you are there to help them find one.
- Let him or her ask a question or explain a problem.
- Remain pleasant and helpful at all times.





Prior to the Hiring Fair



- Participate in role-specific training.
- Register for the hiring fair at the *VA for Vets* website:
http://vaforvets.va.gov/veterans/aboutva/hiringevents/Pages/EVENT_Detroit_June2012.aspx
 - Be sure to select “Staff Registration”.
- Coordinate with your organization’s point of contact as needed.



Locations, Activities, and Roles

Introducing COBO Center





Security



- COBO Convention Center Security
 - Maintains a security force
 - Contact with local police, fire department, and all authorities
 - Event security has direct contact with event managers and program leads from VA
- Securing Information
 - Resumes contain sensitive information
 - Paper resources
 - Take responsibility and use burn boxes



National Veteran Conference Registration



- National Veterans Conference registration will take place at the COBO entrance.
- Halfaker team will:
 - Greet Veterans, check military IDs, distribute badges and direct Veterans to hiring fair and service booths.
 - Be responsible for facility-related issues at COBO Center.



Service Booths



- Variety of service and information booths:
 - VA for Vets information
 - USAJOBS
 - Veteran medical services
 - eBenefits
 - Mobile Veteran Center
 - Rural Health and Outreach Unit
 - Defense Enrollment Eligibility Reporting System (DEERS)



Locations and DHF Activities: 1st Floor



Wayfinders



Check-In

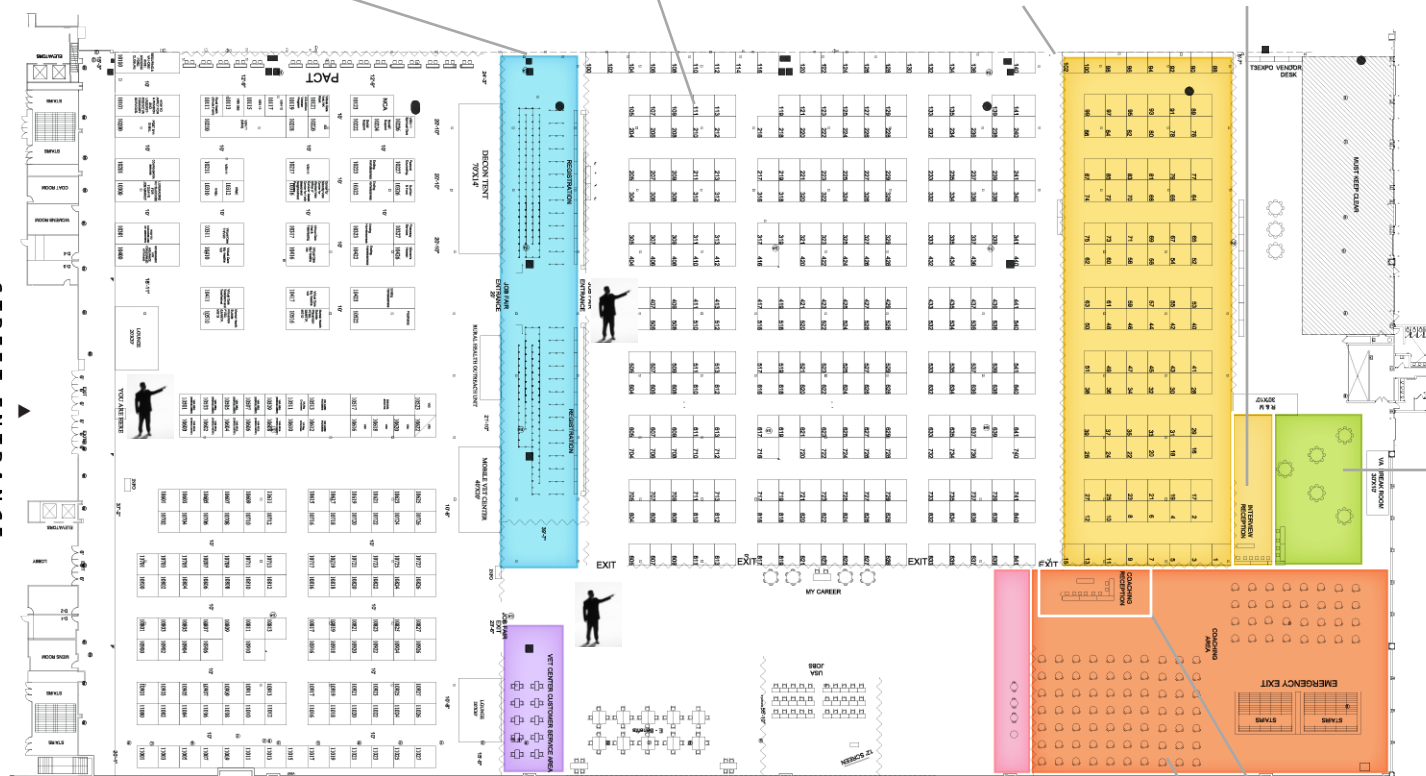
Employer Booths



Interview Rooms &
Interview Reception Area

NVC Registration Outside

STREET ENTRANCE



Reporting
& Data
Entry



Training (2nd Floor)



Business Center
Assistants



VA for Vets
Booths





Coaching &
Coaching Reception Area





Event Staff Activities



Activity	Summary of Tasks	Location(s)
 Check-in	Determine if the Veteran has registered for the Hiring Fair. Collect and enter information from walk-in participants into the VA for Vets system. Help Veterans schedule day-of-event services and provide agendas.	Check-in
 Interviewing	Greet Veterans and check them in for interviews using scheduling software. Assist employers and advise interviewers of appointment time, arrivals and cancellation requests.	Interviewing Reception Area Interview Rooms




Event Staff Activities



Activity	Description	Location(s)
 Coaching	Greet Veterans, confirm appointments, determine their coaching needs, schedule appointment with coach, update waitlist, and escort Veteran to coaching sessions or waiting area.	Coaching Area Coaching Reception Area
 Training	Greet and direct Veterans to classes, update training wait list, keep a count of attendees, distribute training materials.	Training Area (2 nd floor) Training Reception Area (2 nd floor)


Event Staff Activities



Activity	Description	Location(s)
 Wayfinders	Proactively greet Veterans throughout the Hiring Fair area. Explain the layout of the hiring fair and direct Veterans to service areas. Answer general employment and event questions, as needed.	Throughout the Open House
 Reporting and Data Entry	Record and report interview results.	Reporting and Data Entry Area and throughout the Detroit Hiring Fair
 Business Center Assistance	Provide Veterans support in gathering, printing, and saving employment documents.	Veteran Center Customer Service Area

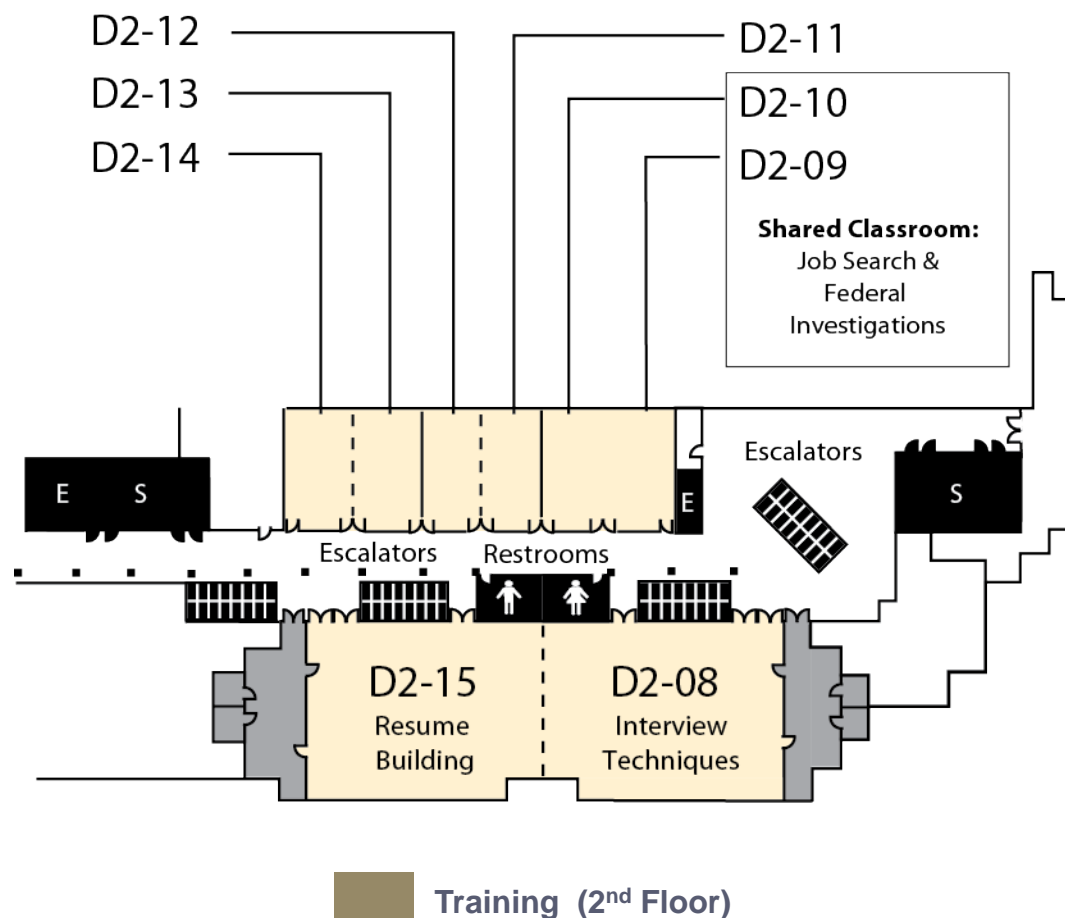
Event Staff Activities



Activity	Description	Location(s)
 VA for Vets Booth Staff	Provide information about the VA for Vets program.	VA for Vets Booth



Locations and DHF Activities: 2nd Floor





Training Schedule



Resume Building and the *VA for Vets* Career Center

Room D2-15, Max Seating Capacity 220

10:30 a.m. ♦ 12:30 p.m. ♦ 2:30 p.m. ♦ 4:30 p.m.

Interviewing Techniques

Room D2-08, Max Seating Capacity 220

11:00 a.m. ♦ 1:00 p.m. ♦ 3:00 p.m. ♦ 5:00 p.m.

Job Seeker Boot Camp

Room D2-09/10, Max Seating Capacity 48

10:15 a.m. ♦ 4:00 p.m.

Federal Investigations

Room D2-09/10, Max Seating Capacity 48

1:30 p.m.





Event Staff Training Preview

Hiring Fair Staff Training



Mod	Title	Delivery Method	Who Should Participate
1	Introduction to Veteran Hiring Fair	Instructor-led Webinar	All
2	Coaching at the Veteran Hiring Fair	Instructor-led Webinar	Coaches
3	Coaching and Customer Service	Instructor-led Webinar	All Coaching Area Staff
4	The <i>VA for Vets</i> Website	Instructor-led Webinar	All Coaching Area Staff
5	Introduction to the Career Center	Self-study	Coaches
6	Creating and Revising Federal Resumes	Instructor-led Webinar	Coaches

Hiring Fair Staff Training



Mod	Title	Delivery Method	Who Should Participate
7	Interview Techniques and Preparation	Instructor-led Webinar	Coaches
8	Case Management System (CMS)	Instructor-led Webinar	Coaches
9	Detroit Facility and Services Tour	Instructor-led On-site	All roles
10	Federal Hiring Managers	Instructor-led Webinar	Federal Hiring Managers
11	Civilian Hiring Managers	Instructor-led Webinar	Civilian Hiring Managers
12	Regional Veteran Employment Coordinator (RVEC) Support	Instructor-led Webinar	VA for Vets Booth Staff

Hiring Fair Staff Training



Mod	Title	Delivery Method	Who Should Participate
13	Training Support	Instructor-led Webinar	All Training Area Staff
14	Check-in Support	Instructor-led Webinar	All Check-in Staff Wayfinders
15	Interview Booths Logistical Control	Instructor-led Webinar	All Interview Staff except Hiring Managers and Hiring Specialists
16	Veteran Customer Service	Instructor-led Webinar	Business Center Assistants
17	Interviewing Techniques	Instructor-led in a Classroom	Instructors
18	Coaching Area Support	Instructor-led Webinar	Vet Reps RVECs



Questions